

HB 4910 / HB 4911
Judiciary Committee Testimony
12/10/2019

Thank you for this opportunity to speak. My name is Karlene Lehman. I sit on the Property Management Association of Michigan (PMAM) and Apartment Association of Michigan (AAM) Board of Directors. I teach Fair Housing classes for apartment associations in Michigan and out-of-state. I previously taught fair housing to Rural Development, an arm of the Federal government. In 2016, I was appointed to the National Apartment Association's Emotional Support Animal workgroup. For one year, we researched Emotional Support Animal processes and drafted a "Best Practices" manual.

Federal law requires housing providers to change existing policies or allow physical modifications to afford handicapped/disabled persons the same ability to enjoy housing as non-handicapped. These requests are called Reasonable Accommodations or Reasonable Modifications.

Traditional requests include transferring to a lower floor to accommodate a mobility disability, modifying a rent due date to coincide with disability check arrival, allowing assistance animals, installing handicap parking spaces, allowing live-in caregivers, lease breaks, or physical modifications (ramps, widened doorways, shower grab bars, higher toilets, stair railing, and strobe smoke detector for the deaf). In the past two years, the type of requests shifted overwhelmingly to Emotional Support Animals requests.

My current employer, Princeton Enterprises, received 261 total reasonable modification and reasonable accommodation requests in the past six months. That's 1.5 requests per day that should be spread equally among all types of modifications/accommodations. Of the 261 requests received, 183 (70%) were Emotional Support Animal requests. In 2018, Princeton received less than half the requests (92) for same period.

Many people legitimately diagnosed with emotional or mental handicaps benefit from an Emotional Support Animal. Unfortunately, emotional support animal abuses have reached epidemic levels.

An internet search for "Emotional Support Animal Letters" produces pages of results. These websites sell ESA certificates (invalid), register animals to a National ESA Registry (no such registry exists per the Federal Government), and sell **paid health care provider prescription letters**. Paid internet providers constantly solicit those who visit their websites. **In the past 6 days, I received 4 solicitation emails from CertaPet (attached).**

In February 2018, I applied for an ESA personally through US Support Animals. After completing a survey – in which I did not represent having a disability, anxiety, depression, etc., I paid \$179.

A website representative called to confirm \$179 would be refunded if an ESA was not prescribed for me. A Limited Licensed Professional Counselor (LLPC) from Mt. Clemens called. It was a 6-minute conversation. She primarily inquired about my pet. What was its name (Bijou), age (19), origin (rescued) and health? The LLPC asked one mental health related question of me "*Would keeping Bijou in your apartment assist your anxiety and depression?*" I had not stated I was depressed, anxious or

otherwise troubled on the website survey or during our conversation. I replied *"I would miss her; she's been with me 19 years"*. The counselor stated *"I will prescribe an ESA for you. Your letter will be emailed tomorrow (from US Support Animals). If your landlord requires additional information, it will be less expensive to text me directly instead of the contacting US Support Animals. I will complete whatever your landlord needs"*.

My ESA approval letter is in your package for review. It's the first one with the dog graphic on the letterhead.

This "diagnosis" is an affront to persons who legitimately benefit from an Emotional Support Animal. Had I chosen to use it; any landlord would have to accept the health care "diagnosis" under Michigan's current law.

It is VITAL that this bill include a timeframe to legitimize a health care provider/patient relationship.

You will likely hear testimony that housing providers do NOT have to accept such paid letters. That is not correct. Two investigators from Michigan Department of Civil Rights personally told me that until Michigan implements a law allowing landlords to deny "paid ESA letters", landlords must accept the letters or risk violating the Fair Housing Act. Most paid internet providers letters include language threatening HUD fair housing complaints if their paid diagnosis is denied.

Princeton frequently receives letters from paid internet sources. Your package includes nine paid diagnoses from Ann Venet of Mt. Clemens – including threats of HUD complaints if the letters were denied; three from Ebonie Walker of New Jersey who writes letters for CertaPet nationwide; one from Spring Eternal who is an Oklahoma-based paid provider licensed in Georgia writing letters for Michigan residents; two identical letters Monique Trump Snelson coincidentally wrote for two roommates, and one from Kerry Hannifin of California who wrote a letter prescribing three ESAs for one resident.

Thirty States implemented assistance animal protection laws (list available); several States have legislation pending.

In 2015, Michigan passed legislation prohibiting persons from falsely claiming the need for a service animal. We are grateful to Representative Hall for sponsoring House Bill 4910 and Representative Cambensy for sponsoring companion bill 4911 which seek to halt Emotional Support Animal abuse in Michigan. **Every paid health care letter delegitimizes valid diagnoses by health care providers with an established patient-provider relationship.**

Thank you for allowing me to express my views and the concerns from the Property Management Association of Michigan and Apartment Association of Michigan.

Karlene Lehman
E: k.lehman@prinmgmt.com
C: 517-285-4588

Thank you for allowing me to testify today and for your attention. My name is I. Matthew Miller and I am an attorney who, for 24 years has been representing landlords across Michigan. Since 2007 I have served as the Legislative Committee Chair of the Property Management Association of Michigan and I sit on the board of the organization with Ms. Lehman.

Another attorney in our firm, Janet Swistak, who for more than 30 years has been handling Fair Housing issues for our clients, and I drafted the initial language in these bills.

We have seen that in most circumstances the people who seek ESAs do so for three reasons: First, they were caught with an animal in their apartment which they did not register, either because they did not want to pay a pet fee or it was of a breed or size which was not permitted; 2) They knew their animal would not be approved and sought an ESA before they were caught, or 3) They just do not want to pay a pet deposit or pet fee.

It is exceedingly rare for a tenant to come to the landlord with a prescription for an ESA before the tenant already acquired the animal. On those rare occasions, we accept them every time but ask, "Can you please not get a pit bull?" It is not a coincidence that a large percentage of ESAs are, in fact, pit bulls.

These ESA requests are almost always phony. The letters we see are generally from the same few counselors whose letters are virtually identical except for the name and address of the tenant and the name of the dog.

We often ask for additional information and we do sometimes deny the ESA requests. But no one wants to litigate these issues and presently, there is so little guidance that neither tenants nor landlords know what they can or cannot do.

That's why these bills are so important.

Some questions have arisen since the Regulatory Reform Committee unanimously passed these bills so I will address them:

In Sect. 2(e), why did we use the ADA definition of "disability?"

The FHA defines a "handicap" as a physical or mental impairment which substantially limits one of more of a person's major life activities." 42 USC 3602. FHA does not define "disability" or "major life activities."

However, the ADA does both. The ADA uses the same language to define "disability" rather than the more antiquated word "handicap." The ADA uses the exact same definition for "disability" as the FHA uses for "handicap:" A physical or mental impairment which substantially limits one of more of a person's major life activities. 42 USC 12102. But the ADA goes further than the FHA and defines "major life activities" so we are clear as to what that term means under Federal law. The ADA defines "major life activities" as including, but not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.

Federal case law is clear that case law under the ADA is applicable to FHA claims. Because the ADA definition uses an updated term – disability, rather than handicap – and it defines the terms clearly, we used the ADA definition.

Can a housing provider currently seek additional information from a health care provider to confirm the existence of a disability and to establish the need for the accommodation? (Sec. 3 (2))

Yes. We can do this now and do it frequently. The phrase in question, “reliable disability-related information” comes directly from HUD’s own memo, which explains:

“However, in response to a request for a reasonable accommodation, a housing provider may request reliable disability-related information that (1) is necessary to verify that the person meets the Act’s definition of disability (i.e., has a physical or mental impairment that substantially limits one or more major life activities), (2) describes the needed accommodation, and (3) shows the relationship between the person’s disability and the need for the requested accommodation.”

The bill’s language tracks this language.

Is the definition of Health Professional too broad? (Section 2 (c)(i))

Maybe. Michigan’s definition includes optometrists, dentists, chiropractors, athletic trainers, speech pathologists, dieticians and veterinarians. So it probably is too broad. We certainly agree to limit the definition to doctors and counselors.

Are we able to limit who can prescribe an ESA?

Yes. Where Federal law is silent on a matter, states and municipalities can enact laws which do not conflict with Federal law. There is no Federal statute on this subject, which is a large part of the national problem and why dozens of states have enacted their own laws. As such, we can fill in those gaps. A “real” doctor is one who is licensed in Michigan or another state. If they are not, they can’t diagnose a disability. A suggestion that a “peer group” or “reliable third party” can provide information about a disability is ridiculous. If the system were not being hijacked already by “real” doctors, imagine what would happen if any “reliable third party” could diagnose a disability.

The reason we included the requirement that an actual office exists is because so many of the prescribers we see work out of their homes and do not actually see patients. Some, however, do. We insist that the way to ensure that these prescriptions are legitimate is by making sure that the allegedly-disabled person actually treats with an actual provider who has a real office.

The time limit for treatment is crucial. Any suggestion that a doctor can self-define what is a treating relationship would eviscerate the entire bill. Currently, doctors lose their licenses and go to jail on a fairly regular basis for wrongfully prescribing pain medication. In those scenarios, the doctors contend they prescribed the medication to their actual patients. Doctors are not standing up in court and arguing they prescribed medication to strangers. But that is exactly what opponents of this bill think doctors should do with ESAs. If the patient is a veritable stranger to the doctor, that is a patient the doctor just met – or maybe never even met – the doctor should not be able to prescribe an ESA.

As I have testified previously, we are talking about a person with an emotional disability. Federal law defines a disability as impairing a major life activity. In other words, an ESA owner is only entitled to an

ESA if they are truly disabled and cannot perform standard tasks. An ESA owner cannot decide they are unhappy and that a dog will make them feel better. Such a person is NOT DISABLED.

This is why the time-limit is critical. If a tenant goes to a doctor, either in person or via the internet to get a letter for an ESA, there needs to be a history of treatment. I have yet to hear the testimony of a physician who met a patient for the first time and declared, "You need a dog! That will solve all of your disabilities." I am waiting to hear about the tenant who has an immediate onset of an emotional disability and who must have a dog – usually a pit bull – in order to alleviate it. We can't focus on the infinite "what ifs." If the request is legitimate, we grant them, but we have to be able to stop the illegitimate ones. And presently, the illegitimate ones outweigh the legitimate ones at least 20-1.

The point of these bills is to get rid of the lying. Patients lie. Doctors lie. If you don't think so, listen to the one minute conversation that one of our members just had a few weeks ago to get an ESA.

The people who write these letters use all the necessary code words and language to justify their purported diagnoses. They promise on the internet to support their letters with testimony and further information if requested. We can't stop these people unless we limit who they are and what they can do.

Also, doctors write letters for people for all sorts of things all of the time when they are asked. When my kids were little, friends of mine told me of a doctor they knew who had written a phony letter for them and other friends so they and their families could skip the lines at Disney World.

We just can't trust everyone to do the right thing. This is why there are criminal penalties for lying in these bills. This is why we need a time-frame of treatment. This is why we demand to have the right to evict people who are caught lying.

Others will say that landlords can just "deny" the request for an ESA. That's much easier said than done. If we deny the request, we face lawsuits, Civil Rights complaints, and having to evict tenants who were denied and then having to litigate whether a pet is an ESA or not. Our members are dealing with this issue regularly. People know these ESAs are an abuse of the system and harm the people who genuinely need them.

These bills will make the rules clear for Michiganders, which is why they are so important.

Anne Venet, MA LLPC
205336 Hall Road #226
Chelsea Township, MI 48036
Telephone: 586-371-9610
annevenet@gmail.com

Karlene Lehman
used
pseudonym



Michigan License #6401008217

02/02/2018

To Whom It May Concern:

1 year old?

Ann Hyman (DOB 07/16/2017) has been evaluated by me. I am familiar with the client's history and limitations imposed by the client's disability.

Ann Hyman has been diagnosed with a Differential Illness under the Diagnostic and Statistical Manual of Mental Disorders (DSM-V) that substantially limits one or more major life activities. The Differential Illness meets the definition of a disability under the Americans With Disability Act, The Fair Housing Act, and the Rehabilitation Act of 1973, § 504. In order to reduce the impairment associated with the disability and enhance the ability to live independently and fully use and enjoy a dwelling, or reduce impairment associated with this diagnosed disability and flying, I am endorsing emotional support animals. The emotional support animals will have a substantial impact in helping Ann cope with symptoms of the disability.

Reasonable accommodation should be given to Ann such that Ann should be allowed to live with the animals in a dwelling. Also, please allow Ann to be accompanied by the emotional support animals in the cabin of the aircraft in accordance with the Air Carrier Access Act (49 U.S.C. 41705 and 14 C.F.R. 382). This letter meets the requirements under the Fair Housing Act (The Fair Housing Act (Title VIII of the Civil Rights Act of 1968)), Section 504 of the Rehabilitation Act of 1973 (Section 504 of the Rehabilitation Act of 1973, Pub. L. No. 93-112, 87 Stat. 394 (Sept. 26, 1973), codified at 29 U.S.C. § 701 et seq.), and the Americans with Disabilities Act (Americans with Disabilities Act of 1990, Pub. L. No. 101-336, 104 Stat. 328 (1990)).

Sincerely,

Anne Venet, MA LLPC

I am licensed by the State of Michigan as a Limited License Professional Counselor since 2001. My license number is 6401008217.

The client is aware that it is their sole responsibility to ensure that the animals behave appropriately and comply with any applicable laws.

Karlene Lehman

Attachments: general-ann-hyman-anne-venet.pdf; ATT00001.htm

Begin forwarded message:

From: US Service Animals <support@usserviceanimals.org>
Date: February 2, 2018 at 10:33:33 AM EST
To: elgal1941@gmail.com
Cc: annemvenet@gmail.com
Subject: ESA Letter Approved by US Service Animals

Hello Ann,

Congratulations! You've been approved by a mental healthcare professional to receive an ESA Letter for Airline Travel and Housing. Your ESA letter is attached. Please check it for accuracy. If you see any mistakes or have any questions, please contact us at support@usserviceanimals.org or call us at (985) 302-3777.

Best regards,

Michael Sandlen
US Service Animals

Used pseudonym
because ANNE Venet
would recognize
Karlene Lehman
as Princeton employee

Anne Venet, MA LLPC
208336 Hall Road #226
Clinton Township, MI 48038
Telephone: 588-371-9610
annevenet@jmail.com



Michigan License #6401008217

08/31/2017

To Whom It May Concern:

Randi (DOB:04/06/1995); has been evaluated by me. I am familiar with the client's history and limitations imposed by the client's disability.

Randi has been diagnosed with a Differential Illness under the Diagnostic and Statistical Manual of Mental Disorders (DSM-V) that substantially limits one or more major life activities. The Differential Illness meets the definition of a disability under the Americans With Disability Act, The Fair Housing Act, and the Rehabilitation Act of 1973, § 504. In order to reduce the impairment associated with the disability and enhance the ability to live independently and fully use and enjoy a dwelling, or reduce impairment associated with this diagnosed disability and flying, I am endorsing emotional support animals. The emotional support animals will have a substantial impact in helping Randi cope with symptoms of the disability.

Reasonable accommodation should be given to Randi such that Randi should be allowed to live with the animals in a dwelling. Also, please allow Randi to be accompanied by the emotional support animals in the cabin of the aircraft in accordance with the Air Carrier Access Act (49 U.S.C. 41705 and 14 C.F.R. 382). This letter meets the requirements under the Fair Housing Act (The Fair Housing Act (Title VIII of the Civil Rights Act of 1968)), Section 504 of the Rehabilitation Act of 1973 (Section 504 of the Rehabilitation Act of 1973, Pub. L. No. 93-112, 87 Stat. 394 (Sept. 26, 1973), codified at 29 U.S.C. § 701 et seq.), and the Americans with Disabilities Act (Americans with Disabilities Act of 1990, Pub. L. No. 101-336, 104 Stat. 328 (1990)).

Sincerely,


Anne Venet, MA LLPC

I am licensed by the State of Michigan as a Limited License Professional Counselor since 2001. My license number is 6401008217.

The client is aware that it is their sole responsibility to ensure that the animals behave appropriately and comply with any applicable laws.

Anne Venet MA LLPC
20836 Hall Road # 226
Clinton Township MI 48038
Telephone 586-371-9610
annemvenet@gmail.com



October 9, 2018

Ron is a patient who is currently under my care and has been under my care since 09/21/2018 for the treatment of a handicap as defined in 24 CFR 100.201 and 42 USC sec. 3602. Since this date I have treated Ron 3 times and have gained firsthand knowledge of Ron's handicap and the functional limitations caused by said handicap. I can affirmatively state that this handicap substantially limits one or more of Ron Pitts major life activities and specifically, allowing him to enjoy his dwelling as those that are not diagnosed with a disorder from the DSM-V

Due to Ron's handicap, I am prescribing an Emotional Support Animal to reside with him in his dwelling. This will serve to ameliorate the symptoms of his disorder. Accordingly, it is my opinion that there is a sufficient relationship between the allowing of The Emotional Support Animal and the amount of relief it will provide Ron. I anticipate the duration of this handicap to be a lifetime.

I further understand that I may be called to testify about this matter as a witness and will answer any questions regarding my opinion that Ron has an Emotional Support Animal or my qualification to formulate such an opinion.

Anne Venet MA LLPC

Anne Venet MA LLPC
Professional Counselor Educational Limited License
6401008217
Michigan

Begin forwarded message:

From: Anne Venet <annemvenet@gmail.com>
Date: October 12, 2018 at 8:27:11 PM EDT
To: legal@prinmgmt.com
Cc: ronald pitts <ron_pitts81@gmail.com>
Subject: [FOUND_PHI_RECORD]ESA Ronald Pitts

To Whom It May Concern;

Mr. Pitts has provided me with documentation that his request for an Emotional Support Animal has been denied due to lack of specific information that Princeton Enterprises requires for their residents. Perhaps we are operating on different levels. Mr. Pitts has been prescribed an Emotional Support Animal which is different than a service animal. I will however address the issues that you require.

1. Specific major life activities that are limited by his diagnosis, (handicap) are that he is unable to sleep restfully at night. He is unable to reduce the amount of anxiety and stress that he suffers from causing him more anxiety and stress. He also has symptoms of depression that include, feelings of hopelessness and helplessness and not having a purpose in life.
2. The emotional support animal is a cat that is not trained to perform a specific duty but based on the behaviors of animals, the cat knows when Mr. Pitts is having difficulty managing his symptoms and comes to his side and offers him reassurance by allowing him to be pet or comforted by his touch or his presence.
3. The specific symptoms that will be lessened by allowing Mr. Pitts to have his cat reside in his home are. Giving Mr. Pitts a purpose in life. Whether he feels like it or not he has to get up and tend to the needs of the cat such as feeding it and taking care of the litter box. He also has to make sure that the cat has exercise which is healthy for all animals and humans, Sleeping with an animal also lets you regulate your breathing with the animal allowing your breaths to be slowed down to a normal rhythm allowing for anxiety to be released from his body.

I hope this information provides you with a better understanding of Mr. Pitts's need for an emotional support animal to reside in his home to allow him to enjoy his dwelling as those who do not suffer from disabilities do.

Anne Venet MA,LLPC
20836 Hall Road Suite 226
Clinton Township MI 48038

Anne Venet MA, LLPC
20836 Hall Road #226
Clinton Township MI 48038
586-371-9610
annemvenet@gmail.com

01/24/2019

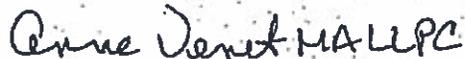
To Whom It May Concern:

I have diagnosed Charissa (DOB: 05/31/1995) with an emotional disability recognized in Diagnostic and Statistical Manual of Mental Disorders-Fifth Edition (DSM-5). Due to this diagnosis, I have prescribed an emotional support animal.* The presence of this animal is necessary for the health of Charissa because its presence will mitigate the symptoms Charissa experiences as a result of the diagnosed disability.

Please allow Charissa to be accompanied by the emotional support animal in the cabin of the aircraft in accordance with the Air Carrier Access Act (49 U.S.C. 41705 and 14 C.F.R. 382).

In addition, an appropriate, reasonable accommodation should be given to Charissa under the Fair Housing Act, the Rehabilitation Act, the Americans with Disabilities Act, or any other law providing people with disabilities an equal opportunity to use and enjoy a dwelling, including allowing to live with the emotional support animal.

Sincerely,



Anne Venet MA, LLPC
Michigan License # 6401008217 since 02/08/2002.

* The patient is aware that it is the patient's sole responsibility to ensure that the animal(s) behaves appropriately and complies with any applicable law.

Karlene Lehman

From: Water's Edge Estates <watersedgeestates@pmpts.com>
Sent: Thursday, January 31, 2019 2:52 PM
To: Karlene Lehman
Subject: FW: Charissa Rodriguez- Emotional Support Animal

Thank you

Stacey Moore
Waters Edge Estates
50631 Jefferson Ave.
New Baltimore, MI 48047
586.725.4000
586.725.7922 fax

ESA Requester's Address
50651 Jefferson #9
New Baltimore
MI 48047

From: charissacharissa47 <charissacharissa47@yahoo.com>
Sent: Monday, January 28, 2019 1:03 PM
To: Water's Edge Estates <watersedgeestates@pmpts.com>
Subject: Charissa Rodriguez- Emotional Support Animal

Hello,

I showed my therapist the letter template and note that I was given with all of the requirements and she said that all that was required was not required to have by law for my ESA. She also sent this to legal@prinmgmt.com just wanted to keep you in the loop also! Not sure if you need to keep this on file.
Thanks!

----- Original message -----

From: Anne Venet <annemvenet@gmail.com>
Date: 1/25/19 3:58 PM (GMT-05:00)
To: legal@prinmgmt.com, charissacharissa47 <charissacharissa47@yahoo.com>
Subject: Charissa Rodriguez

To Whom It May Concern,

I am writing on behalf of my client Charissa She has provided me with a template that you are requiring me to fill out. I would like to bring to your attention that documentation signed by a housing provider is not required under any Federal Law. It is enough that the Mental Health provider is licensed in the state and has made a diagnosis that adheres to the standard of care of the state.

Notarizing a valid diagnosis can place an undue burden on a client. It is enough that the provider is licensed in Michigan and has made a diagnosis that adheres to the standard of care of the State of Michigan.

However, if housing requires a notarized diagnosis and the client has given expressed written authority to do so, then the housing will have to compensate me for my time.

This cost to Housing provider is \$350.00 plus to compensate for the providers time and cost of the notarization that Housing is requiring. I will be willing to complete an invoice and it must be paid in full by the housing provider in prior to any additional documentation.

A Housing provider is not entitled to the treatment plan or diagnostic information that is used with a client. The client is afforded confidentiality and protection by both federal and state law. I am a licensed mental health professional who is specifically trained to recognize mental and emotional disabilities. I have diagnosed my client with a disability in the Diagnostic and Statistical Manual of Mental Disorders (DSM V). The Prescription letter is written to federal guidelines. The letter meets all American with Disability Act and Fair Housing Act guidelines. This includes the assessment that is written on my letterhead. I have my valid license numbers on the letter head and anyone may check on the validity of the license.

A person can have a relationship with a mental health provider through teletherapy. The relationship is between that person and the mental health professional.

THE FEDERAL LAW STATES... All that is required is a person have a valid letter and request for reasonable accommodations.

Enforcement of a person's rights are available for a person and their Emotional Support Animal when a proper letter is given to the landlord. (two-way communication thru Teletherapy, ongoing relationship, and mental health professional is licensed in Michigan)

The housing provider may ask persons who are seeking a reasonable accommodation for an assistance animal that provides emotional support to provide documentation from a physician, psychiatrist, social worker, or other mental health professional that the animal alleviates one or more of the identified symptoms or effects of an existing disability. (FHEO Last Sentence Page 3 &4)

Such documentation is sufficient if it establishes that an individual has a disability and that the animal in question will provide some type of disability-related assistance or emotional support.

FHEO https://www.hud.gov/sites/documents/SERVANIMALS_NTCFHEO2013-01.PDF

I will be also directing my client to file a formal complaint with HUD at the Detroit Michigan office if these unreasonable requests are not withdrawn..

Sincerely,

Anne Venet MA,LLPC
20836 Hall Road Suite 226
Clinton Township MI 48038
586-371-9610
annemvenet@gmail.com



Anne Venet MA LLPC
Michigan License # 6401008217

Date: March 22, 2019

Re: Kristopher

To Whom It May Concern:

Kristopher, DOB 12/25/1987 has been evaluated by me. I am familiar with the client's history and limitations imposed by the client's disability. Kristopher has been diagnosed with a Differential Illness under the Diagnostic and Statistical Manual of Mental Disorders (DSM-V) that substantially limits one or more major life activities. The Differential Illness meets the definition of a disability under the Americans With Disability Act, The Fair Housing Act, and the Rehabilitation Act of 1973, § 504. In order to reduce the impairment associated with the disability and enhance the ability to live independently and fully use and enjoy a dwelling, or reduce impairment associated with this diagnosed disability and flying, I am endorsing an Emotional Support Animal. The Emotional Support Animal will have a substantial impact in helping Kristopher cope with symptoms of the disability.

Reasonable accommodation should be given to Kristopher such that Kristopher should be allowed to live with the animal in a dwelling. Also, please allow Kristopher to be accompanied by the emotional support animal in the cabin of the aircraft in accordance with the Air Carrier Access Act (49 U.S.C. 41705 and 14 C.F.R. 382). This letter meets the requirements under the Fair Housing Act (The Fair Housing Act (Title VIII of the Civil Rights Act of 1968), Section 504 of the Rehabilitation Act of 1973 (Section 504 of the Rehabilitation Act of 1973, Pub. L. No. 93-112, 87 Stat. 394 (Sept. 26, 1973), codified at 29 U.S.C. § 701 et seq.), and the Americans with Disabilities Act (Americans with Disabilities Act of 1990, Pub. L. No. 101-336, 104 Stat. 328 (1990)).

The client is aware that it is their sole responsibility to ensure that the animal behaves appropriately and complies with any applicable laws.

Sincerely,

Anne Venet MA LLPC

Anne Venet MA LLPC

Requester's Address
23261 Williamsburg
Circle # F
Woodhaven MI 48183



Anne Venet MA LLPC
Michigan License # 6401008217

Date: May 10, 2019.

Re: Kāli Sri

To Whom It May Concern;

Kāli Sri, DOB 05/04/1998 has been evaluated by me. I am familiar with the client's history and limitations imposed by the client's disability. Kāli has been diagnosed with a Differential Illness under the Diagnostic and Statistical Manual of Mental Disorders (DSM-V) that substantially limits one or more major life activities. The Differential Illness meets the definition of a disability under the Americans With Disability Act, The Fair Housing Act, and the Rehabilitation Act of 1973, § 504. In order to reduce the impairment associated with the disability and enhance the ability to live independently and fully use and enjoy a dwelling, or reduce impairment associated with this diagnosed disability and flying, I am endorsing two Emotional Support Animals. The Emotional Support Animals will have a substantial impact in helping Kāli cope with symptoms of the disability.

Reasonable accommodation should be given to Kāli such that Kāli should be allowed to live with the animals in a dwelling. Also, please allow Kāli to be accompanied by the emotional support animal in This letter meets the requirements under the Fair Housing Act (The Fair Housing Act (Title VIII of the Civil Rights Act of 1968), Section 504 of the Rehabilitation Act of 1973 (Section 504 of the Rehabilitation Act of 1973, Pub. L. No. 93-112, 87 Stat. 394 (Sept. 26, 1973), codified at 29 U.S.C. § 701 et seq.), and the Americans with Disabilities Act (Americans with Disabilities Act of 1990, Pub. L. No. 101-336, 104 Stat. 328 (1990)).

The client is aware that it is their sole responsibility to ensure that the animals behave appropriately and comply with any applicable laws.

→ Animal's Breed: Mixed Breed

Animal's Breed: Siberian Husky

Animal's DOB: 07/08/2006

Animal's DOB: 11/22/2016

Sincerely,

Anne Venet MA LLPC

TWO ESA

Requester's Address

318 S Kendall # 24
Kalamazoo 49006



Anne Venet MA, LLPC
Michigan License Number 6401008217

20836 Hall Road Suite 226
Clinton Township MI 48038

Office (586) 371-9610
annemvenet@gmail.com

March 14, 2019

Re: Mackenzie C

To Whom It May Concern:

Mackenzie idron is under my care for a mental health condition. I am familiar with her history and with the functional limitations imposed by her emotional/mental health issue.

Ms. idron meets the definition of disability under the Americans with Disability Act, the Fair Housing Act, and the Rehabilitation Act of 1973. Due to this disability and mental health condition, Ms. idron is qualified to have an emotional support animal under Section 504 of the Rehabilitation Act of 1973 and the Federal Fair Housing Amendments Act of 1988.

The available data indicates that Ms. idron's emotional distress substantially limits one or more major life activities and is imposed by her emotional distress as defined by the DSM-5.

Due to this emotional disability, Ms idron has certain limitations related to social interactions, coping with stress, and anxiety. In order to help alleviate these difficulties, and to enhance her ability to function independently, I am recommending an emotional support animal that will assist Ms. idron in coping with her disability. The presence of this animal is necessary for Ms. idron's emotional health to mitigate the symptoms she is currently experiencing.

Dog

Yellow Lab

Phoebe

I am licensed by the State of Michigan to practice Mental Health Counseling. My active license number is 6401008217.

Sincerely,

Anne Venet MA, LLPC

Anne Venet MA, LLPC
Licensed by the State of Michigan
Issue on 2/8/2002 - License number 6401008217

ESA Applicant
ADDRESS

4394 Okemos Road
D107
Okemos MI 48864

ID: 79186

Karlene Lehman

Subject: Email from Anne Venet that accompanied Mackenzie's letter
Attachments: Mackenzie Gendron H ESA.pdf

From: Anne Venet [<mailto:annemvenet@gmail.com>]
Sent: Saturday, May 04, 2019 3:47 PM
To: Legal Department
Cc: gendrom1@ferris.edu
Subject: Mackenzie G

To Whom It May Concern,

Attached is the letter that I have written regarding my client. I do not use template letters from housing management companies. All that is required by law is that a letter or prescription be provided mental health professional who is specifically trained to recognize mental and emotional disabilities. I have diagnosed her with a disability in the Diagnostic and Statistical Manual of Mental Disorders (DSM V). There are no requirements for any of the items you have listed on your template. In fact by having my client provide unnecessary documentation adds to the symptoms of her disability and causes her more emotional stress. I am also advising her to contact HUD in Detroit to make a complaint if her rights are continued to be violated.

Anne Venet MA,LLPC
20836 Hall Road Suite 226
Clinton Township MI 48038
586-371-9610
annemvenet@gmail.com

Anne Venet, MA LLPC
20836 Hall Road #226
Clinton Township, MI 48038
Telephone: 586-371-9610
annevenet@gmail.com



Michigan License #6401008217

04/30/2018

To Whom It May Concern:

Isabella (DOB: 04/21/1998); has been evaluated by me. I am familiar with the client's history and limitations imposed by the client's disability.

Isabella has been diagnosed with a Differential Illness under the Diagnostic and Statistical Manual of Mental Disorders (DSM-V) that substantially limits one or more major life activities. The Differential Illness meets the definition of a disability under the Americans With Disability Act, The Fair Housing Act, and the Rehabilitation Act of 1973, § 504. In order to reduce the impairment associated with the disability and enhance the ability to live independently and fully use and enjoy a dwelling, or reduce impairment associated with this diagnosed disability and flying, I am endorsing emotional support animals. The emotional support animals will have a substantial impact in helping Isabella cope with symptoms of the disability.

Reasonable accommodation should be given to Isabella such that Isabella should be allowed to live with the animals in a dwelling. Also, please allow Isabella to be accompanied by the emotional support animals in the cabin of the aircraft in accordance with the Air Carrier Access Act (49 U.S.C. 41705 and 14 C.F.R. 382). This letter meets the requirements under the Fair Housing Act (The Fair Housing Act (Title VIII of the Civil Rights Act of 1968)), Section 504 of the Rehabilitation Act of 1973 (Section 504 of the Rehabilitation Act of 1973, Pub. L. No. 93-112, 87 Stat. 394 (Sept. 26, 1973), codified at 29 U.S.C. § 701 et seq.), and the Americans with Disabilities Act (Americans with Disabilities Act of 1990, Pub. L. No. 101-336, 104 Stat. 328 (1990)).

Sincerely,

Anne Venet, MA LLPC

Requester's Address
610 W Ottawa
LANSING 48933

I am licensed by the State of Michigan as a Limited License Professional Counselor since 2001. My license number is 6401008217.

The client is aware that it is their sole responsibility to ensure that the animals behave appropriately and comply with any applicable laws.

Anne Venet MA, LLPC
20836 Hall Road #226
Clinton Township MI 48038
586-371-9610
annemvenet@gmail.com

04/27/2019

To Whom It May Concern:

I have diagnosed Brianna \ (DOB: 10/18/1997) with an emotional disability recognized in Diagnostic and Statistical Manual of Mental Disorders-Fifth Edition (DSM-5). Due to this diagnosis, I have prescribed an emotional support animal.* The presence of this animal is necessary for the health of Brianna because its presence will mitigate the symptoms Brianna experiences as a result of the diagnosed disability.

Please allow Brianna to be accompanied by the emotional support animal in the cabin of the aircraft in accordance with the Air Carrier Access Act (49 U.S.C. 41705 and 14 C.F.R. 382).

In addition, an appropriate, reasonable accommodation should be given to Brianna under the Fair Housing Act, the Rehabilitation Act, the Americans with Disabilities Act, or any other law providing people with disabilities an equal opportunity to use and enjoy a dwelling, including allowing to live with the emotional support animal.

Sincerely,

Anne Venet MA LLPC

Anne Venet MA, LLPC
Michigan License # 6401008217 since 02/08/2002.

30030 Kingboro Dr
#132
Gibraltar, MI 48173

* The patient is aware that it is the patient's sole responsibility to ensure that the animal(s) behaves appropriately and complies with any applicable law.



Ebonie L. Walker, LMSW

Michigan License # 6801100444
5900 E Virginia Beach Blvd Ste 201 Norfolk, VA 23502
CS@rileycounselingandconsulting.com
(757) 285-4413
rileycounselingandconsulting.com

VIRGINIA
AID
letter

Feb 28, 2018
Dear Landlord:

Based upon my professional assessment, Mr. Timothy [redacted] is a person who suffers from a psychological impairment which substantially limits his ability to care for himself, a major life activity, and therefore meets the definition of disabled under the Fair Housing Act [42 U.S.C. 3602 (h)], the Americans with Disabilities Act, and as defined in the Diagnostic Statistical Manual Fifth Edition [DSM-5].

CERTAIN

Mr. [redacted]'s dog, Gambit, a 5 lb Australian Shepherd, currently provides emotional support by providing a healthy distraction from negative habits which successfully ameliorates the effects of his disability, so that Mr. [redacted] can care for himself without substantial limitation, and is therefore considered an Emotional Support Animal under the Fair Housing Act. If Mr. [redacted] could not live with, nor be accompanied by his dog, his ability to care for himself would be substantially limited.

As a mental health professional, I therefore prescribe that Mr. [redacted] be permitted to live with an Emotional Support Animal in his dwelling, despite any rules, policies, procedures or regulations restricting or limiting animals, and be provided any other reasonable accommodations in housing, so Mr. Murdello can enjoy the benefits of fair housing per the Fair Housing Act as amended in 1988. This letter will cover the patient between the periods of 02/28/2018 - 02/28/2019, at which time Mr. [redacted] will be assessed for continued need of an emotional support animal.

Sincerely,

Ebonie L. Walker, LMSW

TIM
28034 VAN DYKE
WARREN, 48093

CERTIFICATE
PAID letter



Ebonie Walker, LCSW
Mental Health Services

Phone: (757) 285-4413

Fax: 619-243-1455

CS@rileycounselingandconsulting.com

<https://rileycounselingandconsulting.com>

3419 Virginia Beach Blvd, Suite 366, VA Beach, VA 23452

May 24, 2019

Dear Landlord:

Based upon my professional assessment, Mrs. Dove is a person who suffers from a psychological impairment which substantially limits her ability to learn, a major life activity, and therefore meets the definition of disabled under the Fair Housing Act [42 U.S.C. 3602 (h)], the Americans with Disabilities Act, and as defined in the Diagnostic Statistical Manual Fifth Edition [DSM-5].

Mrs. cat, Koi, a 12 lb Siamese, currently provides emotional support by drastically reducing anxiety through emotional bonding which successfully ameliorates the effects of her disability, so that Mrs. Drouillard can learn without substantial limitation, and is therefore considered an Emotional Support Animal under the Fair Housing Act. If Mrs. Drouillard could not live with, nor be accompanied by her cat, her ability to learn would be substantially limited.

As a mental health professional, I therefore prescribe that Mrs. be permitted to live with an Emotional Support Animal in her dwelling, despite any rules, policies, procedures or regulations restricting or limiting animals, and be provided any other reasonable accommodations in housing, so Mrs. Drouillard can enjoy the benefits of fair housing per the Fair Housing Act as amended in 1988. This letter will cover the patient between the periods of 05/24/2019 – 05/24/2020, at which time Mrs. will be assessed for continued need of an emotional support animal.

Sincerely,

Ebonie L. Walker, LMSW | Michigan License # 6801100444



Attached to
EBONIE WALKER'S
letter for Dove 1...
Audit Trail

TITLE Assessment #1108963
FILE NAME assessment1108963_1558718045.pdf
DOCUMENT ID cd28d09fc99b1e19c8affa3c23afccd7dfe1ec13
STATUS Completed

This document was signed on platform.certapet.com

Document History

 SENT	05/24/2019 17:14:10 UTC	Sent for signature to Ebonie Walker (CS@rileycounselingandconsulting.com) from erik@certapet.com IP: 34.229.252.155
 VIEWED	05/24/2019 17:14:11 UTC	Viewed by Ebonie Walker (cs@rileycounselingandconsulting.com) IP: 108.39.41.103
 SIGNED	05/24/2019 17:14:21 UTC	Signed by Ebonie Walker (cs@rileycounselingandconsulting.com) IP: 108.39.41.103
 COMPLETED	05/24/2019 17:14:21 UTC	The document has been completed.



ORIGINAL PET PAID LETTER

Ebonie L. Walker, LMSW

18825 202
386-275-9091

Michigan License # 6801100444
5900 E Virginia Beach Blvd Ste 201 Norfolk, VA 23502
CS@rileycounselingandconsulting.com
(757) 285-4413
rileycounselingandconsulting.com

Mar 30, 2018

Dear Landlord:

Based upon my professional assessment, Miss Megan is a person who suffers from a psychological impairment which substantially limits her ability to concentrate, a major life activity, and therefore meets the definition of disabled under the Fair Housing Act [42 U.S.C. 3602 (h)], the Americans with Disabilities Act, and as defined in the Diagnostic Statistical Manual Fifth Edition [DSM-5].

Miss Coffman's dog, Sparky, a 7 lb Australian Shepherd, currently provides emotional support by drastically reducing anxiety through emotional bonding which successfully ameliorates the effects of her disability, so that Miss Coffman can concentrate without substantial limitation, and is therefore considered an Emotional Support Animal under the Fair Housing Act. If Miss Coffman could not live with, nor be accompanied by her dog, her ability to concentrate would be substantially limited.

As a mental health professional, I therefore prescribe that Miss Coffman be permitted to live with an Emotional Support Animal in her dwelling, despite any rules, policies, procedures or regulations restricting or limiting animals, and be provided any other reasonable accommodations in housing, so Miss Coffman can enjoy the benefits of fair housing per the Fair Housing Act as amended in 1988. This letter will cover the patient between the periods of 03/30/2018 - 03/30/2019, at which time Miss Coffman will be assessed for continued need of an emotional support animal.

Sincerely,



Ebonie L. Walker, LMSW

VIRGINIA Letter
TO:

Megan
18825 Cass Ave, #202
Clinton Township, MI 48038



OKLAHOMA ADDRESS -
spring eternal
BEHAVIORAL HEALTH

GEORGIA LICENSE

FOR MT RESIDENT

June 07, 2019

To Whom It May Concern:

RE: Ms. Harley

We are submitting this letter on behalf of the above referenced client, Ms. following screening and assessment, most recently conducted on June 07, 2019. This letter confirms the finding as of above date that Ms. Widel meets all of the elements for a diagnosis of a mental health disorder as defined in the Diagnostic Statistical Manual Fifth Edition (DSM-5). Pursuant to the foregoing diagnosis, her psychological condition is disabling insofar as it significantly limits at least one daily life activity. It can affect her ability to cope and the maintenance of her psychological stability.

Based on the above, I strongly concur in the recommendation that she be permitted an Emotional Support Animal (ESA) as a reasonable accommodation to alleviate symptoms and effects of disability, address her psychological adjustment, and thereby support her functional living activities and ameliorate the severity of symptoms in housing.

This letter further confirms the patient's representation that her dog, Mylo, (a 3.5lb Chihuahua), is an appropriate Emotional Support Animal (ESA). This entitles her to the rights and benefits provided by the Fair Housing Amendments of 1988. These laws define a person with a mental health diagnosis, which affects their daily functioning significantly, as a disability. This gives her the ability to be accompanied by her Emotional Support Animal for the full use and enjoyment of housing facilities.

Please note that Ms. has registered her pet with the Emotional Support Animal Registration of America, which further substantiates her need and commitment for an ESA. If further information is requested, please provide us with a written, signed authorization to provide such information from Ms. Thank you in advance for your cooperation.

Sincerely,

Harold Rayfield

LPC (Georgia License #10846; Issue Date: March 08, 2019; Exp. Date: September 30, 2020)

*The therapist shown above is licensed in the state shown above and for the period indicated.

For questions: See <http://SpringEternal.net/services/emotional-support-animals/> or email ESAInfo@SpringOKC.org

310 NE 28th Ste. 204, Oklahoma City, OK 73105 - Office: 1-405-601-4565 - Fax: 1-877-406-6378 -
www.springeternal.net



CERTAPET

SEE IDENTICAL
LETTERS written
for Roommates
Stephanie Hatton



Monique Trump Snelson, LMFT
Marriage and Family Therapist

&
Kyle
McKee

Experience



Licensed Marriage And Family Therapist

Sonogo and Associates

Nov 2016 – Present • 2 yrs 8 mos
Mishawaka

Relational therapist working with individuals, couples and families. Populations served are children, adolescents, college age, and adults with culturally sensitive therapeutic services including work with PTSD, relational issues, pre-marital, phobias, OCD, ADHD, and more in a safe and comfortable environment.



Clinical Tele-Health Psychotherapist

www.therapyforlife.us

Apr 2018 – Present • 1 yr 3 mos
Alabama, Indiana, Georgia, Michigan, and Ohio

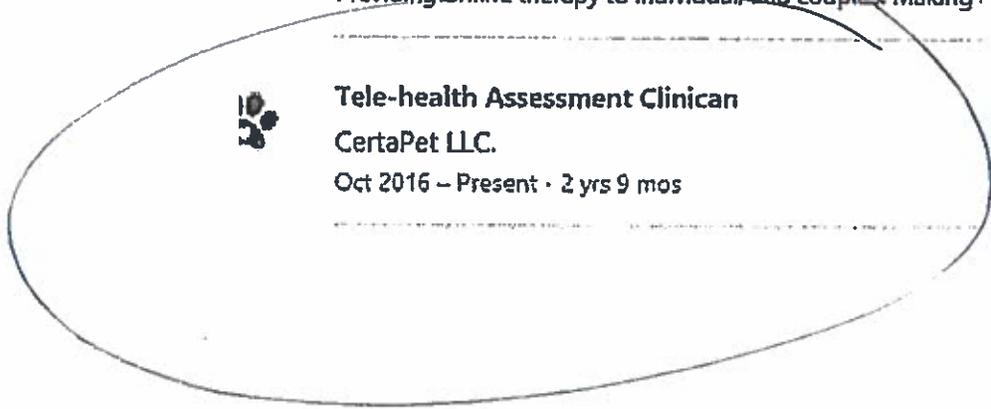
Providing online therapy to individual and couples. Making



Tele-health Assessment Clinician

CertaPet LLC.

Oct 2016 – Present • 2 yrs 9 mos



Monique Snelson, LMFT
THERAPY FOR LIFE
COUNSELING & THERAPEUTIC SERVICES

Phone: (574) 876-9326
Fax: 819-243-1455
monique.therapyforlife@gmail.com
http://www.therapyforlife.us

Jul 7, 2019

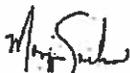
Dear Landlord:

Based upon my professional assessment, Mr. Kyle [redacted] is a person who suffers from a psychological impairment which substantially limits his ability to care for himself, a major life activity, and therefore meets the definition of disabled under the Fair Housing Act [42 U.S.C. 3602 (h)], the Americans with Disabilities Act, and as defined in the Diagnostic Statistical Manual Fifth Edition [DSM-5].

Mr. [redacted] dog, Loki, a 55 lb Siberian Husky, currently provides emotional support by providing a healthy distraction from negative habits which successfully ameliorates the effects of his disability, so that Mr. [redacted] can care for himself without substantial limitation, and is therefore considered an Emotional Support Animal under the Fair Housing Act. If Mr. [redacted] could not live with, nor be accompanied by his dog, his ability to care for himself would be substantially limited.

As a mental health professional, I therefore prescribe that Mr. [redacted] be permitted to live with an Emotional Support Animal in his dwelling, despite any rules, policies, procedures or regulations restricting or limiting animals, and be provided any other reasonable accommodations in housing, so Mr. [redacted] can enjoy the benefits of fair housing per the Fair Housing Act as amended in 1988. This letter will cover the patient between the periods of 07/07/2019 - 07/07/2020, at which time Mr. [redacted] will be assessed for continued need of an emotional support animal.

Sincerely,



Monique Snelson, LMFT | Ohio License # F.1800076

Monique Snelson, LMFT
THERAPY FOR LIFE
COUNSELING & THERAPEUTIC SERVICES

Phone: (574) 876-9326
Fax: 619-243-1455
monique.therapyforlife@gmail.com
<http://www.therapyforlife.us>

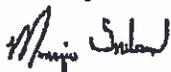
May 19, 2019
Dear Landlord:

Based upon my professional assessment, Ms. Stephanie [redacted] is a person who suffers from a psychological impairment which substantially limits her ability to care for herself, a major life activity, and therefore meets the definition of disabled under the Fair Housing Act [42 U.S.C. 3602 (h)], the Americans with Disabilities Act, and as defined in the Diagnostic Statistical Manual Fifth Edition [DSM-5].

Ms. [redacted]'s dog, Jesse, a 58 lb Mix, currently provides emotional support by creating a sense of purpose and daily responsibility which successfully ameliorates the effects of her disability, so that Ms. [redacted] can care for herself without substantial limitation, and is therefore considered an Emotional Support Animal under the Fair Housing Act. If Ms. [redacted] could not live with, nor be accompanied by her dog, her ability to care for herself would be substantially limited.

As a mental health professional, I therefore prescribe that Ms. [redacted] be permitted to live with an Emotional Support Animal in her dwelling, despite any rules, policies, procedures or regulations restricting or limiting animals, and be provided any other reasonable accommodations in housing, so Ms. [redacted] can enjoy the benefits of fair housing per the Fair Housing Act as amended in 1988. This letter will cover the patient between the periods of 05/19/2019 - 05/19/2020, at which time Ms. [redacted] will be assessed for continued need of an emotional support animal.

Sincerely,



Monique Snelson, LMFT | Ohio License # F. 1800076

RESIDENT ARRIVED AT MOVE-IN
WITH THIS LETTER AND THREE (3)
PREVIOUSLY UNDISCLOSED ANIMALS.

Evan
750 Chiene St. Apt. 507
Detroit, MI 48207

CA LICENSE

PDSC
Offices In CA, NY, CT, FL, TX
Dr. Kerry A. Hannifin, Psy.D.
(877) 274-9467
Fax: (866)-753-4277

4/29/2019

Landlord or Housing Authority:

I am supplying this letter in regard to Evan with patient ID#8164 and my recommendation for him to have multiple emotional support animals (ESAs). I make this recommendation with regards to the animals abilities to assist with improving his psychological well-being and/or assist with a disability. Due to HIPAA privacy laws, I cannot comment further on the precise nature of his disability. Please accept this letter as verification of a mental health disability, as clearly defined in DOJ/HUD law. This individual meets the definition of disabled under the Fair Housing Act (42 U.S.C.S. Section 3602h) and the Rehabilitation Act of 1973. I have prescribed Mr. with multiple emotional support animals to mitigate his disabilities and allow equal quality of life.

For more information please see HUD rules and regulations contained in 24CFR part 5 "Pet ownership for the elderly and persons with disabilities".

https://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/ReasonableAccommodations15

A general summation entitles Mr. Glicker to the following service considerations:

- Waiver from 'pet' deposit requirements for housing
- Requirement that the landlord allows for service animals, even in no 'pet' housing.
- Free from restrictions related to animal breed size/type limitations (such as weight restrictions)
- Zero cost accommodations at all hotels, motels, and related temporary housing facilities.

The HUD/DOJ Statement expands acceptable sources of verification to:

"A doctor or health care professional"; (A local physician or mental health professional is acceptable. The doctor is not required to be licensed within the State of the patient, and further without requirement to meet in-person. Direct verification of disability may only be requested from the recommending physician through official HUD/DOJ service animal accommodation form submission. Use of non-official/custom housing forms may be deemed in violation of HUD law, most notably if a medical diagnosis is requested in violation of HIPAA patient privacy rights.)

However, the landlord still reserves the right to levy damage charges upon Mr. if there is animal related destruction to the property.



Dr. Kerry A. Hannifin, Psy.D. (Clinical Psychologist)
License # PSY24515 - California

Kela Mason, LPC
Clinical Therapist



2483 S. Linden Rd. • Suite 150
Flint, MI 48532
(810) 853-9795
kela.masonconsulting@yahoo.com

11/18/2019

Charity Henkelman
5022 Big Bass Dr
Hudsonville, MI 49426
+16165165280
koetjeinv-charity@comcast.net
01/01/1970

To Whom it May Concern:

I am familiar with the history of and have diagnosed Charity Henkelman with an emotional disability recognized in the Diagnostic and Statistical Manual of Mental Disorders-Fifth Edition (DSM-5).

I am also familiar with the limitations imposed by Charity's diagnosed disability and the need to mitigate those limitations and associated symptoms. As such, during our most recent consultation and based upon my evaluation, I approved a dog (Labrador Retriever)/20 lb(s)) as an emotional support animal for Charity as part of my recommended treatment plan. In my professional opinion, this dog should be allowed to accompany Charity in the cabin of the aircraft, as it is necessary to mitigate symptoms resulting from the diagnosed disability that may manifest or be exacerbated by flying.

To my client: I have written this letter to comply with the Air Carrier Access Act (ACAA) to use while flying. Some airlines will require additional information. Please understand that you may voluntarily disclose your personal medical/mental health information to whomever you choose; however, I advise you to be very judicious about the people to whom you may provide this letter and additional information. In general, I highly recommend that you take the steps necessary to establish your rights and continue to use an emotional support animal as we explore and address the root causes of your diagnosis. If you feel that your emotional support animal no longer provides the necessary benefits or your symptoms increase, please contact me so that we may determine if this is the best path for you. If you do take the necessary steps to establish your rights but the airline refuses to provide you with a reasonable accommodation, you have the right to make a complaint with the Department of Transportation (DOT). The DOT operates a toll-free hotline to assist air travelers with disabilities: Air travelers who experience disability-related air travel service problems may call the hotline at 1-800-778-4838 (voice) or 1-800-455-9880 (TTY) to obtain assistance. To fill out an online complaint, visit <https://airconsumer.dot.gov/escomplaint/ConsumerForm.cfm> They will investigate the claim free of charge.

Please understand that Charity Henkelman is responsible for the ESA's behavior and for any damage that it may cause and must make sure that it is well-behaved.

Sincerely,



Shurkela Mason, LPC

MI LPC(6401012073) since 06/04/2014

